



Montana WIC

program booklet for retailers

Effective: October 2010





WIC Program Overview

For over 30 years, the Special Supplemental Nutrition Program for Women, Infants and Children (WIC) has been an integral part of Montana's public health system. Promoting healthy habits early, when they make the most powerful difference in the lifelong health of a child, is what WIC is all about. With each new eligible family WIC reaches, public health grows stronger and more effective in the fight against obesity and other debilitating and life threatening conditions. The Montana WIC Program provides nutrition education, breastfeeding support, supplemental foods and referrals for health services to more than 20,000 individuals per month.

WIC services are available to women who are pregnant or who recently had a baby, infants and children up to the age of five. Participants must meet income eligibility criteria (less than 185 percent of the federal poverty guidelines), must be a resident of Montana and must be determined as having a nutritional need.

WIC participants may receive two types of WIC benefits:

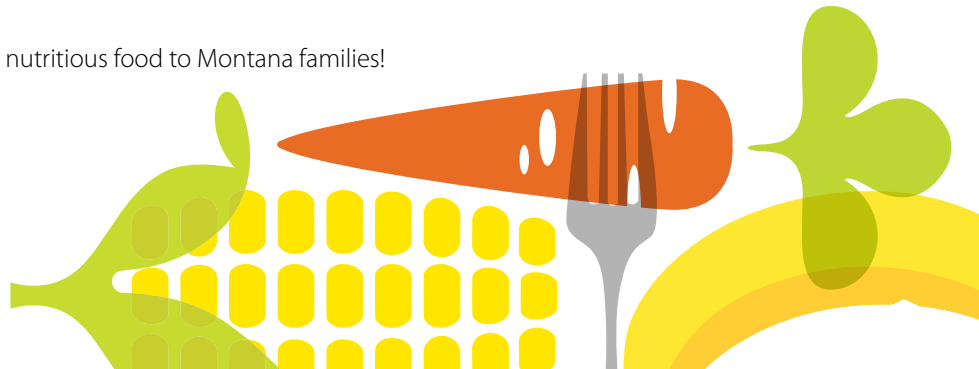
- A standard WIC benefit lists specific foods that may be purchased.
- A Fruit & Vegetable Benefit (FVB) is for the purchase of fruits and vegetables.

Participants can use their benefits at any Montana WIC authorized retailer.

Role of the WIC Retailer

WIC Retailers play an important role in the health of WIC Participants. WIC benefits include foods designed to supplement the WIC participant's nutritional needs. When the retailer redeems the benefit, they act as the final step in the WIC process and play a vital role in the success of the WIC Program.

WIC appreciates you being a partner with us in providing nutritious food to Montana families!



Milk

Pasteurized and Fortified

Good Source of Calcium, Protein and Vitamin D

Store Brand if available.

Buy only the milk type and size specified on the benefit.

- Skim, 1%, 2%
 - Organic
 - Lactose-free
 - Evaporated
 - Whole
 - Sweet Acidophilus
 - Nonfat Dry
 - Meyenberg Goat Milk
- » No flavor added
- » No pints
- » Two ½ gallons may be substituted for 1 gallon
- » Quarts only if specified on the benefit or when larger size of Sweet Acidophilus or Lactose-free milk is unavailable.
- » No enhanced milk

Soy Beverage

Good Source of Protein, Calcium and Vitamin D



Pacific Natural Foods Ultra Soy Beverage

- Aseptic Quarts (32 ounces)
- Plain and Vanilla only



8th Continent Soymilk Beverage

- ½ gallon cartons, ultra pasteurized
- Original flavor only

Some stores may not carry every WIC approved food because of cost or availability.

Cheese

Domestic

Good Source of Protein and Calcium



Store Brand, Cache Valley, Crystal Farms, Kraft or State Brand only.

Regular, low-fat or reduced fat, 16 or 8 ounce block:

- Colby-Monterey Jack
- Cheddar
- Monterey Jack
- Colby
- Mozzarella
- Swiss

Store Brand, Frigo/Cheese Head, Kraft & Precious only:

- Cheese sticks - plain mozzarella or cheddar only
- 16 ounce packages only



- » No cheese foods, products, spread, cubed, shredded, sliced, flavor added (i.e. Pepper Jack), imported, service deli, imitation cheese products or individually wrapped slices/strings sold as singles
- » No organic

Eggs

Good Source of Protein and Iron

Large – One dozen white “AA” or “A”

- Any Brand
- » No enhanced, specialty or brown eggs
- » No free range or cage free eggs
- » No organic



Whole Grain

Good Source of Fiber

Whole Grain Bread

One pound (16 ounce) loaf only



- Franz 40 Calorie Per Slice Whole Wheat
- Franz 100% Whole Wheat



- Sara Lee Classic 100% Whole Wheat



- Wonder 100% Soft Whole Wheat

Brown Rice

May be instant, quick or regular cooking
Plain Brown Rice in boxes or bags

- Any Brand – 16 to 14 ounce

» No organic

Tortillas – Soft

One pound (16 ounce) package only



- Don Pancho**
- White Corn
 - Whole Wheat



- Guerrero**
- White Corn
 - Whole Wheat



- LaBurritta**
- Yellow Corn



- Mission**
- Yellow Corn
 - Whole Wheat

100% Juice

Good Source of Vitamin C

- » 100% juice only
- » No sugar added
- » No organic or DHA
- » No juice blends, drinks or cocktails
- » No refrigerated

64 oz. plastic bottles

- » Children

12 to 11.5 oz. frozen concentrate

- » Women or Children

48 to 46 oz. plastic bottles

- » Women



64 oz. plastic bottles

- Apple
- Grape – purple
- Grape – white
- Tomato
- Vegetable

12 to 11.5 oz. frozen concentrate

- Apple
- Grape – purple
- Grape – white
- Orange

48 to 46 oz. plastic bottles

- Tomato
- Vegetable



64 oz. plastic bottles

- Tomato

48 to 46 oz. plastic bottles

- Tomato



64 oz. plastic bottles

- Apple
- Grape – purple
- Grape – white

12 to 11.5 oz. frozen concentrate

- Apple
- Orange



64 oz. plastic bottles

- Apple
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12 to 11.5 oz. frozen concentrate

- Apple
- Grape – purple
- Orange

48 to 46 oz. plastic bottles

- Tomato
- Vegetable



64 oz. plastic bottles

- Apple
- Grape – purple
- Grape – white

12 to 11.5 oz. frozen concentrate

- Apple
- Orange



64 oz. plastic bottles

- Apple
- Grape – purple
- Grape – white

12 to 11.5 oz. frozen concentrate

- Apple
- Grape – purple
- Orange
- Pineapple

48 to 46 oz. plastic bottles

- Vegetable



64 oz. plastic bottles

- Apple
- Grape – purple
- Grape – white
- Orange

12 to 11.5 oz. frozen concentrate

- Apple
- Grape – purple
- Grape – white
- Orange
- Pineapple



64 oz. plastic bottles

- Apple
- Grape – white

12 to 11.5 oz. frozen concentrate

- Apple
- Orange

48 to 46 oz. plastic bottles

- Tomato
- Vegetable



64 oz. plastic bottles

- Apple
- Grape – purple
- Grape – white
- Vegetable

12 to 11.5 oz. frozen concentrate

- Apple
- Orange



64 oz. plastic bottles

- Apple

12 to 11.5 oz. frozen concentrate

- Apple

48 to 46 oz. plastic bottles

- Apple



64 oz. plastic bottles

- Grape – purple
- Grape – white

12 to 11.5 oz. frozen concentrate

- Grape – purple
- Grape – white

48 to 46 oz. plastic bottles

- Grape – purple
- Grape – white



64 oz. plastic bottles

- Apple
- Grape – purple
- Grape – white
- Orange
- Tomato
- Vegetable

12 to 11.5 oz. frozen concentrate

- Apple
- Grape – purple
- Orange



64 oz. plastic bottles

- Vegetable

48 to 46 oz. plastic bottles

- Vegetable
- » No Fusion

Peanut Butter

Good Source of Protein and Iron

Store brand, Adams, Peter Pan, Jif or Skippy only

18 to 16 ounce jar

Unflavored - creamy, chunky or honey roasted

Regular or Natural

- » No jelly, honey, chocolate or marshmallow creme added
- » No reduced-fat peanut butter spread
- » No organic



Beans, Peas, and Lentils

Good Source of Protein, Iron and Fiber

16 to 14 ounce packages/cans as listed on the benefit

Any Brand: dry beans, split peas or lentils

Any Brand: canned beans (legumes)

- » No soup mixes, flavorings or meat added (pork & beans, refried)
- » No cans of green or yellow beans
- » No organic

Canned Fish

Good Source of Protein

Any brand

Light Tuna – water packed only - solid or chunk

6 to 5 ounce cans

Pink Salmon – water packed only, may contain bones and skin

6 to 5 or 14.75 ounce cans

- » No “diet” pack, white, albacore, “vacuum-sealed” packs, flavorings added and no red salmon
- » No organic

Infant Formula

Only brand, type and size specified on benefit

Your WIC benefit lists the brand, size and form (powder, concentrate or ready-to-feed) that you may buy.

- » No substitutions at store
- » No organic

Baby Food Vegetables & Fruits

Good Source of Vitamins

Single Vegetable Varieties

Beech-Nut or Gerber only

4 ounce jars only

- » No dinners or vegetable mixes
- » No DHA added
- » No organic



Single Fruit Varieties

Beech-Nut or Gerber only

4 ounce jars only

- » No desserts or fruit mixes
- » No DHA added
- » No organic



Baby Food Meats

Good Source of Iron and Zinc

Single Meat Varieties

Beech-Nut or Gerber only

2.5 ounce jars only

- » No dinners
- » No DHA added
- » No organic



Infant Cereal

Beech-Nut or Gerber only

Plain varieties only: Barley, Mixed Grain, MultiGrain, Oatmeal, Rice or Whole Wheat

8 and 16 ounce containers are allowed

One 16 ounce container may be substituted for two 8 ounce containers

- » No formula, flavoring, fruit or DHA added
- » No jars or packs
- » No organic



Breakfast Cereals


For Women and Children

Good Source of Iron, Fiber, B Vitamins and Other Nutrients

Cold Cereal



Specified brands only
Regular flavor unless specified
12 oz. box or larger


- » No fruit added
- » No organic

Whole grain cereals
are marked with a 



- * No fruit filled or flavored frosting, no plain Shredded Wheat Biscuits
- ** No fruit added (Raisin Bran)
- *** No sugar-frosted, honey-nut or fruit added




- Corn Flakes
- Corn Squares
- Crispy Rice
-  Enriched Bran Flakes**
-  Frosted Mini Wheat Biscuits*



- Oats and More - Almond, Honey Roasted
- Rice Squares
-  Toasted Oats***





- Corn Flakes
- Corn Squares
- Crispy Rice
-  Enriched Bran Flakes**
-  Frosted Mini Wheat Biscuits*

- Oats and More - Almond, Honey Roasted
- Rice Squares
-  Toasted Oat Rings***






-  Cheerios Original
-  Cheerios Multi-Grain
- Corn Chex
- Rice Chex


-  Total Original
-  Wheat Chex
-  Wheaties Original**





- Corn Flakes
- Corn Squares
- Crispy Rice
- Crunchy Honey Oats, Almond
-  Enriched Bran Flakes**

-  Frosted Mini Wheat Biscuits*
- Rice Squares
-  Toasted Oats***
-  Wheat Squares



- Corn Flakes
- Corn Squares
- Crispy Rice
-  Enriched Bran Flakes**

-  Frosted Shredded Wheat Biscuits*
- Honey Oats and Flakes
- Rice Squares
-  Tasteeos***





- Corn Flakes
-  Frosted Mini Wheat Biscuits*
- Little Bites
- Bite Size
- Big Bite

- Rice Krispies



- Bite Size Frosted Wheat
- Corn Flakes
- Crispy Rice


-  Enriched Bran Flakes**
-  Toasted Oats***





- Crispy Rice
-  Frosted Mini Spooners*


- Honey and Oat Blenders – Almond, Honey Roasted



- Corn Flakes
- Corn Squares
- Crispy Rice
-  Frosted Mini Wheat Biscuits*



- Oats and More – Almond, Honey Roasted
- Rice Squares
-  Toasted Oats***
-  Wheat Squares





-  Bran Flakes**
- Honey Bunches of Oats – Almond, Cinnamon, Honey Roasted, Vanilla





- Corn Flakes
- Corn Pockets
-  Frosted Shredded Wheat Biscuits*
- Oats and More – Almond, Honey Roasted

- Rice Pockets
-  Toasted Oats***
-  Wheat Pockets



- Corn Flakes
- Corn Squares
- Crispy Rice
-  Enriched Bran Flakes**
-  Frosted Shredded Wheat Biscuits*

- Oats and More – Almond, Honey Roasted
- Rice Squares
-  Toasted Oat Rings***
-  Wheat Squares

Hot Cereal


Instant Oatmeal - Regular
Individual Packets Only

12 to 11 ounce packages

- Albertsons, Great Value, IGA, Kroger, Our Family, Safeway or Western Family

- » No flavored
- » No large/bulk packages allowed
- » No organic

Hot Wheat Cereal
28 to 36 Ounce Box

- Cream of Wheat Regular
-  Cream of Wheat Whole Grain
- Great Value Quick Farina
- Malt-O-Meal Original
- Western Family

Ways to Buy 36 oz
of Cereal

$$12 \text{ oz} + 12 \text{ oz} + 12 \text{ oz} = 36 \text{ oz}$$

$$12 \text{ oz} + 24 \text{ oz} = 36 \text{ oz}$$

$$18 \text{ oz} + 18 \text{ oz} = 36 \text{ oz}$$

$$20.4 \text{ oz} + 15.6 \text{ oz} = 36 \text{ oz}$$

Fruits & Vegetables

Fresh Fruits & Vegetables

Allowed:

- Any variety of fresh vegetables and fruits except white potatoes* (Note: sweet potatoes and yams are allowed)
- Bagged salad mixtures (no dressing, croutons, nuts or meat added)
- Bagged vegetables (no dressing or dip)
- Tubs of cut fruit or vegetables (no dressing or dip)
- Garlic, sprouts
- Fresh salsa (no added sugar, fat or oil)
- Organic

Not Allowed:

- White potatoes - any potatoes other than sweet potatoes and orange yams
- Items from the deli, salad bar, party trays, fruit baskets, decorative vegetables and fruits, dried fruit
- Nuts, including peanuts, fruit/nut mixtures
- Bagged salad mixtures or vegetables with salad dressing
- Herbs (like basil, cilantro, parsley)
- Spices (like vanilla beans, cinnamon sticks)

"White potatoes" are any potatoes other than sweet potatoes and orange yams.

Frozen Vegetables

Allowed:

- Any brand
- Any plain single or plain mixed vegetable (without white potatoes*)
- Any package type (bag, box)
- Any size
- Organic

Do not choose containers that say:

- Cheese sauce or any other type of sauce
- Seasoned, flavored, breaded
- Packets of sauces and/or seasonings included

Not Allowed:

- White potatoes*
- French fries, hash browns, tater tots, other shaped potatoes
- Vegetables with sauces
- Vegetables mixed with pasta, rice, or any other non-vegetable ingredient
- Frozen Fruit

No canned fruits or vegetables or frozen fruit may be purchased.

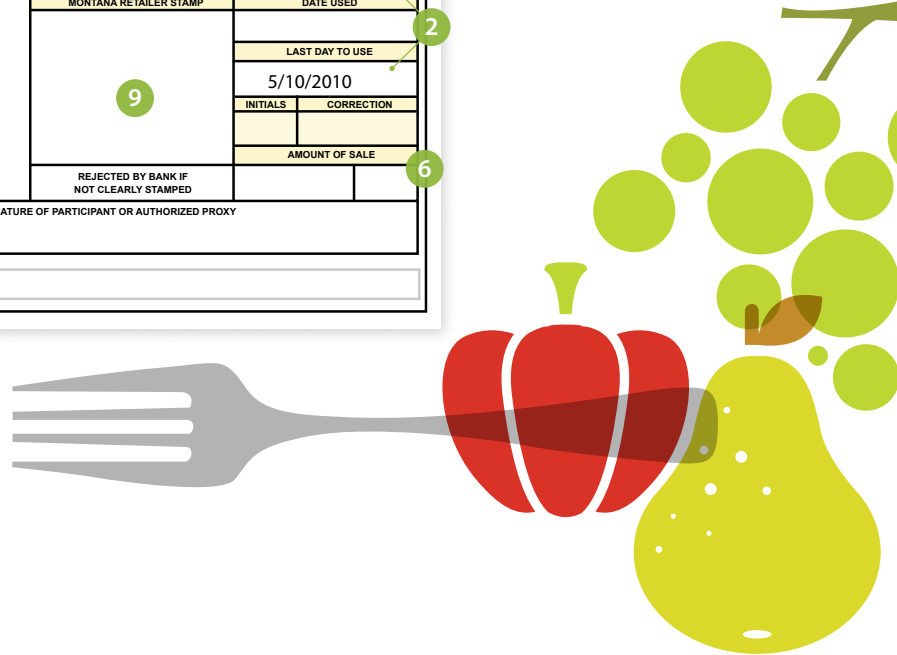
Redemption Tips & Reminders

- ✓ Ask the WIC customer to separate WIC transactions by benefit.
- ✓ Use the foods listed on the benefit as a check list and scan them in the order that they appear.
- ✓ Always refer to the approved food pages of the Program Booklet to determine if a product is WIC approved.
- ✓ Substitutions are not allowed. Only the specific items listed on the benefit and the food pages of the Program Booklet may be purchased with WIC benefits.
- ✓ Rain checks or IOU's for out of stock items may not be issued. If your store is out of an item, the WIC customer may choose to go to another store or not purchase the item.
- ✓ Container types may change, but be sure the product inside is the same. If the benefit lists cans and the product is now sold in plastic bottles, it is acceptable as long as the product is the same.
- ✓ Always use black ink on WIC benefits.
- ✓ Use of the "WIC Approved Item" shelf tags helps WIC customers find approved items.
- ✓ Always compare the signature on the benefit with the signature in the Program Booklet. Completing this step will ensure that you never have a benefit with a missing signature.
- ✓ Treat WIC customers with the same services and courtesies as non-WIC customers.



Benefit Redemption Guide

MONTANA WIC PROGRAM PO BOX 202951 HELENA, MT 59620-2951		SPECIAL SUPPLEMENTAL NUTRITION PROGRAM FOR WOMEN, INFANTS & CHILDREN (WIC) WIC ENCOURAGES BREASTFEEDING		000200001 ACCT # 000000	
CLINIC ID	WIC ID	PARTICIPANT NAME	FIRST DAY TO USE		
30201	251-00001	Jane Smith	4/10/2010		
<div style="border: 1px solid black; padding: 5px;"> <div style="display: flex; justify-content: space-between;"> <div> 3 1 GALLON(S) WHOLE MILK 1 DOZEN WHITE EGGS 1 12 - 11.5 OUNCE CAN FROZEN WIC JUICE 1 16 - 14 OUNCE BAG DRY PEAS/BEANS/LENTILS </div> <div style="border: 1px solid black; padding: 5px; text-align: center;"> 9 </div> </div> </div>			MONTANA RETAILER STAMP		
			DATE USED		
			LAST DAY TO USE		
			5/10/2010		
			INITIALS CORRECTION		
AMOUNT OF SALE			6		
REJECTED BY BANK IF NOT CLEARLY STAMPED					
RETAILER - DO NOT ACCEPT UNLESS YOU HAVE A MONTANA WIC CONTRACT PAYABLE THROUGH FSMC AN AFFILIATE OF SECURITY STATE BANK, HOWARD LAKE, MINNESOTA 55349			SIGNATURE OF PARTICIPANT OR AUTHORIZED PROXY <div style="border: 1px solid black; height: 20px; width: 100%;"></div>		



Follow these steps:

- 1) Ask for the WIC Program Booklet, check the name and hold on to it (you will need it later to check the signature). Do not proceed without it!
- 2) Check the dates in the "First Day to Use" and "Last Day to Use" boxes. Do not accept the benefit before or after these dates. Fill in the current date on the benefit.
- 3) Verify the customer's food in the order listed on the benefit. Use the WIC Program Booklet as a guide.
- 4) If something is missing, ask the participant if they wish to purchase the item before totaling the benefit.
- 5) Say "Yes" to coupons, specials and store discount cards, "No" to IOU's, rain checks and refunds.
- 6) Write in the "Amount of Sale" using black ink. If you make a mistake, cross out the incorrect price with a single line, place the new price in the correction box and have the participant initial the change.
- 7) Have the WIC participant, authorized representative or proxy sign the benefit. Compare the signature on the benefit with the signature on the Program Booklet. If the signatures do not match, do not proceed with the transaction. **No WIC Program Booklet = No Sale**
- 8) Give the WIC participant, authorized representative or proxy a receipt and return the WIC Booklet.
- 9) Before deposit, your bookkeeper will stamp the WIC store ID number on the benefit.

Fruit & Vegetable Benefit Redemption Guide



MONTANA WIC PROGRAM PO BOX 202951 HELENA, MT 59620-2951		SPECIAL SUPPLEMENTAL NUTRITION PROGRAM FOR WOMEN, INFANTS & CHILDREN (WIC) WIC ENCOURAGES BREASTFEEDING		000200001	ACCT # 000000
CLINIC ID	WIC ID	PARTICIPANT NAME		FIRST DAY TO USE	
30201	251-00001	Jane Smith		4/10/2010	
3 \$10 FRESH FRUIT AND/OR FRESH VEGETABLES AND/OR FROZEN VEGETABLES			MONTANA RETAILER STAMP 10	DATE USED	
				LAST DAY TO USE	
				5/10/2010	
				INITIALS	CORRECTION
				AMOUNT OF SALE	
RETAILER - DO NOT ACCEPT UNLESS YOU HAVE A MONTANA WIC CONTRACT PAYABLE THROUGH FSMC AN AFFILIATE OF SECURITY STATE BANK, HOWARD LAKE, MINNESOTA 55349			REJECTED BY BANK IF NOT CLEARLY STAMPED	6 SIGNATURE OF PARTICIPANT OR AUTHORIZED PROXY 8	

Follow these steps:

- 1) Ask for the WIC Program Booklet, check the name and hold on to it (you will need it later to check the signature). Do not proceed without it!
- 2) Check the dates in the "First Day to Use" and "Last Day to Use" boxes. Do not accept the benefit before or after these dates. Fill in the current date on the benefit.
- 3) Verify that all foods are approved fruits or vegetables. Use the WIC Program Booklet as a guide.
- 4) Multiple Fruit & Vegetable Benefits may be used in one transaction.
- 5) Say "Yes" to coupons, specials and store discount cards, "No" to IOU's, rain checks and refunds.
- 6) Write in the "Amount of Sale" using black ink and make sure it does not exceed the maximum value printed on the benefit. If you make a mistake, cross out the incorrect price with a single line, place the new price in the correction box and have the participant initial the change.
- 7) If the "Amount of Sale" exceeds the maximum value of the benefit, please assist the participant in selecting items to remove from the transaction. No cash may be exchanged and no change may be given.
- 8) Have the WIC participant, authorized representative or proxy sign the benefit. Compare the signature on the benefit with the signature on the Program Booklet. If the signatures do not match, do not proceed with the transaction. **No WIC Program Booklet = No Sale**
- 9) Give the WIC participant, authorized representative or proxy a receipt and return the WIC Program Booklet.
- 10) Before deposit, your bookkeeper will stamp the WIC store ID number on the benefit.

QUESTIONS?

Call the State WIC Office at 800-433-4298 option 2

WIC Benefit Processing – Accounting Office

It is recommended that the bookkeeper review redeemed food benefits for errors prior to bank deposit.

Please ensure that:

- The Date Used and Amount of Purchase are written clearly and correctly on the benefit.
- The WIC benefit is signed by the WIC participant using black ink.
- The retailer number is stamped clearly on the benefit in the appropriate box. Use black ink on the retailer stamp.

The following errors can be corrected before deposit:

- If the **purchase price is missing**, view a copy of the electronic transaction or a copy of the receipt to determine the correct total and write the total on the benefit. Deposit to bank.
- If the purchase price is **unclear or not legible**, use black ink to correct the price. To make a correction that is equal to or less than the original amount, place a single line through the price and write the corrected price in the correction box and initial the change. Deposit to the bank.
- If a mistake is made or a food item is added during the transaction and the **adjusted price is higher** than the original price, submit the benefit and a copy of the transaction receipt to the State WIC Office for review and approval **before** depositing the benefit to the bank.
- If the WIC participant or proxy **signature is missing**, call the Local WIC Clinic and request that **they** contact the participant and have them return to the store to sign the benefit. Document this contact with the “Missing Signature” form (page 51 in the Retailer Reference Manual). After the participant comes in and signs the benefit, deposit to the bank. If the participant does not return to

the store within ten days, submit the benefit and documentation to the State WIC office for review. Benefits deposited without a signature will be rejected and are not eligible for review.

After reviewing the WIC benefit and correcting any errors that you find, deposit the WIC benefits to your bank within 60 days of the First Day to Use.

There may be times when WIC benefits are returned to the store by the bank due to errors. The returned WIC benefits have not been paid through the banking system. Rejected WIC benefits may be sent to the State WIC Office to be considered for payment. Submitting benefits for review does not guarantee that they will be approved and payment may be adjusted.

Returned WIC benefit reasons that will be considered for review include:

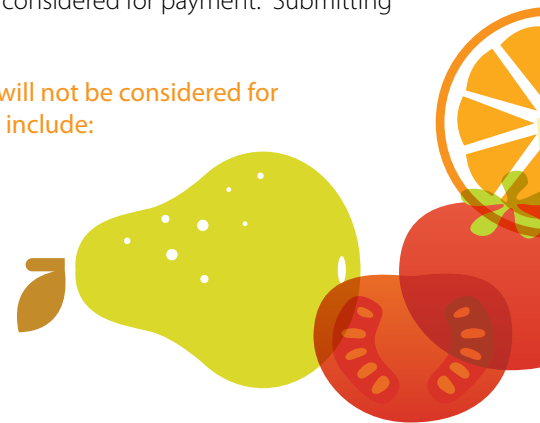
- Over Max \$
- Altered \$ Amount

Returned WIC benefits reasons that you can fix and directly re-deposit to your bank include:

- Missing Stamp
- Illegible Stamp

Returned WIC benefit reasons that will not be considered for review, approval or reimbursement include:

- Missing Signature
- Early Cashing
- Late Cashing
- Purchase Price Missing



Refer to the Retailer Reference Manual for details and call the State WIC Office with redemption questions at 1-800-433-4298 option 2.



Redeeming Benefits for Infant Formula

- The WIC benefit specifically lists the quantity, size, form and type of formula that may be purchased.
 - ✓ **Quantity** is listed in the left hand column on the benefit.
 - ✓ **Size** describes the exact size to be purchased.
 - ✓ **Form** is listed as powdered, concentrate or ready-to-feed. When description space is tight, these may be shortened to powdr, conc, or rtf.
 - ✓ **Type** describes the formula to be purchased.
- **No substitutions in size, form or type may be made at the store.** If a WIC participant wishes to purchase something other than what is listed on the benefit, they need to take the benefit back to the WIC clinic and have it reprinted. They may purchase less formula than listed.
- If a retailer has been granted an exemption for infant formula, the retailer must be able to supply the infant formula if a request is received from a WIC participant.
- Retailers are not allowed to knowingly exchange returned infant formula for a different size, form or type if it can be established that the formula was purchased with a WIC benefit. If the retailer can identify that the infant formula was originally purchased with WIC benefits (receipt or other means), then the retailer should politely instruct the participant to return the unused cans of infant formula to the WIC clinic.
- Infant formula found to be “defective” may be exchanged for the same size, form and type of formula originally purchased.

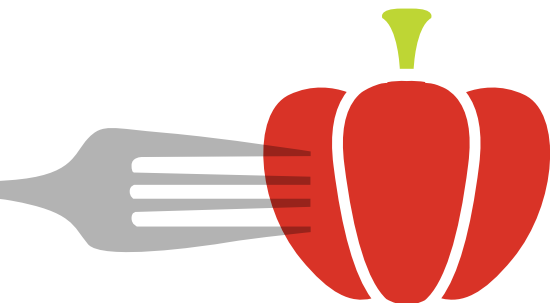
Redeeming Benefits for Peditasure

- The WIC benefit lists the quantity, size and type of Peditasure that may be purchased.
 - ✓ **Quantity** is listed in the left hand column on the benefit and refers to single bottles.
 - ✓ **Size** describes the exact size of individual bottles to be purchased.
 - ✓ **Type** describes the kind of Peditasure to be purchased – Peditasure or Peditasure with Fiber.
- Peditasure is typically stocked in packages of 4 or 6 bottles which are 8 ounces in size. The WIC benefit may list a number of bottles that cannot be divided by 4 or 6. If this happens, provide as close to the total number of bottles listed on the benefit as possible – without going over the total quantity listed and without breaking the packages up. WIC participants will be receiving less of the item than listed on the benefit, but they may contact their local WIC clinic for assistance with the balance.



Retailer Responsibilities

1. Comply with requirements specified in the Retailer Memorandum of Understanding and the Retailer Reference Manual.
 2. Purchase infant formula from the Approved List of Infant Formula Wholesalers/Distributors/Retailers/Manufacturers only.
 3. Accept and process WIC benefits only within the confines of the store.
 4. Ensure that a minimum stock of WIC foods with future expiration dates is on the shelves at all times.
 5. Post the "We Accept WIC" door decal in a highly visible location on or near entrances to the store.
 6. Assure that WIC participants purchase only WIC approved foods as listed on the benefit and the approved foods section of the WIC Program Booklet.
 7. Give all WIC customers the same services and courtesies as non-WIC customers.
 8. Accept properly redeemed WIC benefits within the time period printed on the benefit.
 9. No money can be exchanged, either giving change to the WIC customer or requiring money to be paid for redemption of a WIC benefit.
 10. At least one key employee is to attend and complete all required training. That employee is then responsible to train all store employees on WIC procedures and distribute WIC materials.
 11. Train all store staff on WIC policy and benefit redemption procedures.
 12. Keep the current WIC Program Booklet at each cash register.
-
13. Submit timely, accurate Price Surveys of listed foods as requested by the Montana WIC Program.
 14. Cooperate with WIC officials when the store is being evaluated or monitored.
 15. Notify the State Office in writing at least thirty (30) days in advance of when the store ceases operation, changes ownership, name, or location. In these instances, except for a name change and/or close proximity location change, the Montana WIC Program shall terminate the retailer MOU.
 16. Compliance with the retailer selection criteria must be maintained throughout the MOU period, including any changes to the criteria.
 17. Retailers may use shelf talkers or channel strips using the service mark or the WIC logo to identify WIC approved products, including channel strips or shelf talkers provided by manufacturers if they have been submitted to the State office and received approval, or have been issued by the Montana WIC Program.
 18. Authorized retailers and manufacturer contractors may not apply stickers, tags, or labels having the service marks to WIC approved products.





Montana WIC Program
DPHHS Family and Community Health Bureau
Cogswell Building C305
PO Box 202951
Helena, MT 59620-2951

1-800-433-4298

This institution is an equal opportunity provider.

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